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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.
Serial No.: 09/745,305 Group Art Unit: 2642
Filed: December 21, 2000 Confirmation No: 2060
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

Transmitted herewith for filing in the present application are the following documents:

1. Amendment and Response to Non-Final Office Action dated April 19, 2006 under 37 C.F.R. 1.111 (12 pages); and
2. Return Postcard.

The Director is hereby authorized to charge any additional fees that may be due to Deposit Account No. **50-0311**, Ref. No. **27996-133**, Customer No. **35437**.

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at 212-935-3000.

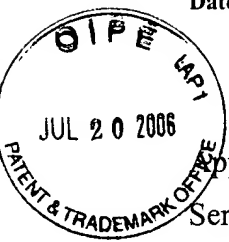
Respectfully submitted,

Dated: July 19, 2006

Boris A. Matvenko, Reg. No.: 48,165
Attorney for Applicant
MINTZ LEVIN COHN FERRIS, et al.
666 Third Avenue
New York, NY 10017
Telephone: (212) 935-3000
Telefax: (212) 983-3115

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AMENDMENT AND RESPONSE UNDER 37 C.F.R. 1.111

Sir:

In response to the non-Final Office Action, dated April 19, 2006, please consider the following remarks.

Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.